

A background network diagram consisting of numerous grey circles of varying sizes connected by thin grey lines, forming a complex web-like structure. The circles are distributed across the entire slide, with a higher density on the left and right sides.

EMERGENCY  SOLUTIONS

GSA Supports Government Readiness

The GSA logo is a dark blue square with the letters 'GSA' in white. The 'A' is stylized with a white star inside its right vertical stroke.

GSA

For Training Purposes
April 14, 2020

Agency Considerations in the Wake of COVID-19

Preparing for the changing environment

- ❖ Starting a telework program from scratch poses challenges, but small steps could make a big difference
 - If your agency is already supporting teleworking -- additional licenses for supporting solutions such as VPN and video conferences might be added quickly.
- ❖ Acquisition vehicles are set up for quick acquisition of teleworking equipment, such as laptops, tablets and other hardware
 - Although most employees have laptops today, additional hardware may be ordered. Agencies should consider there could be delays as demand for these solutions grows quickly.

National Customer Service Center (NCSC) Support Info:

For prompt support with COVID-19 IT requirements please contact our NCSC team:

Call: 855-482-4348

Email: ITCSC@gsa.gov

Sunday 8:00pm - Friday 8:30pm CST

Agency Rapid Procurement Options

End-User Devices Quick Buys

[GSA Advantage Select Laptop, Tablet, Monitor BPAs](#) - Orders can be placed online in GSA Advantage (micro purchase/purchase card) or PO direct to the BPA holder (no ceiling). These are fully-competed single award BPAs using brand name or equal requirements IAW FAR 8.405-3(c)(1), therefore no brand name J&A is required.

- Dell BPA Holder - MCP Mike Buchko 202-758-3842 mbuchko@mcpgov.com
- HP BPA Holder - ABM Federal June Giedinghagen 636-229-8132 June.Giedinghagen@abmfederal.com
- Lenovo BPA Holder - Guy Gupta 408-688-5060 guy@mvation.com

Contact the vendor, provide requirements, receive quote and delivery time for total, cut order. GSA white glove support can be reached at workstations@gsa.gov ; Additional information can be found on <https://www.gsaadvantage.gov/advantage/departments/AdvSelect.do> or on [CMLS](#).

Mobile Technology Quick Buys

GSA Multiple Award Schedule (MAS) Wireless Mobility Solutions Special Item Number/SIN [132 53](#) / [517312](#)

[FAR 8.405](#) ordering

[RFQ generator tool](#) - Acquisition Gateway
Sample RFQ template

<https://hallways.cap.gsa.gov/app/#/applet/rfq>

GSA Expanded Rated Orders Authority



What is a Rated Order?

What are Rated Orders?

Rated Orders are solicitations which GSA awards on behalf of an agency to buy required industry goods and/or services during a national emergency. These orders to industry take priority over traditional solicitations and aim to meet the designated delivery date for government consumers.

What Can My Agency Buy Under Rated Orders?

- Health & Medical Products (i.e Masks, Hand Sanitizer, Disposable Gloves)
- IT Capabilities for Teleworking and Healthcare (i.e VPN Accounts, VDI Solutions, Laptops, Mobile Devices)

How to Place Your Rated Order

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Call: 855-482-4348
Email: ITCSC@gsa.gov

For Rated Orders assisted acquisitions that are not being addressed elsewhere request should be sent to the Global Supply Support team email:

Email:
covid19support@gsa.gov

Support Capabilities for our Customers



First Responder Community

Network Access

Service Offering	Vehicles	Description
Wireless First Responders Networks	GSA MAS, EIS	Mobile Devices enabled with access to the first responder wireless network which is separate from the general wireless network Vendors: AT&T, Verizon
Wireless Priority Services (WPS)	GSA MAS, EIS	Mobile Devices on the commercial network receive priority calling. Vendors: AT&T, Verizon, Sprint, T-Mobile
Government Emergency Telecommunications Service (GETS)	No addl charge / bundled w WPS	Users receive higher probability of call completion during congestion/ disruption. GETS works both through landline network, and most cell phones on major carrier networks. Vendors: AT&T, Verizon, Sprint, T-Mobile

Devices Accessories

Service Offering	Vehicles	Description
Accessories for Mobile Devices	GSA Advantage	Accessories for First Responders Mobile Devices and equipment can be found on GSA Advantage.

Support Capabilities for our Customers

Emergency Personnel Wireless Services

- ❖ All Wireless carriers offer priority services for emergency personnel
 - Wireless Priority Service --- WPS provides National Security/Emergency Preparedness (NS/EP) personnel priority access and prioritized processing in all nationwide and several regional cellular networks, greatly increasing the probability of call completion.
 - WPS users pay additional charges in addition to commercial plans. Agencies may need to add additional funding to cover usage charges associated with WPS -- in addition to possible increased usage due to teleworking.
 - GETS - Government Emergency Telecommunications Service users receive higher probability of call completion during congestion/ disruption. GETS works both through landline network, and most cell phones on major carrier networks.
 - The Cybersecurity and Infrastructure Security Agency (CISA) recommends that individuals requesting WPS also request a GETS card. The registration process will allow personnel to request both services at the same time.
 - Ordering assistance: 866-627-2255, 703-676-2255, or via email at support@priority-info.com.
 - Public Safety Specific Solutions -- certain carriers offer customized solutions for public safety. Agencies should contact their providers directly or consult their web sites.

Support Capabilities for our Customers

Cloud/ Virtual Solutions/ Network Services

Service Offering	Vehicles	Description
Remote Access Capability	GSA MAS	MAS Program expanded SIN 518210C/132-40 offering cloud products and professional labor in the same place. Vendors: Microsoft, Google
Cloud Storage	GSA MAS	Cloud productivity suites (Cloud SIN 518210C/132-40). Vendors: Microsoft, Google
Virtual Desktop Infrastructure	GSA MAS	Hosting desktop environments on a central server. Form of desktop virtualization, as the specific desktop images run within virtual machines (VMs) and are delivered to end clients over a network. Vendors: Citrix



Cybersecurity

Service Offering	Vehicles	Description
Authority to Operate (ATO) Support Services	GSA MAS	Risk and Vulnerability Services. Highly Adaptive Cybersecurity Services (HACS) Special Item Number (SIN) 54151HACS (new)/132-45 (legacy).



Support Capabilities for our Customers

Identity Management (PIV/PKI)

Service Offering	Vehicles	Description
Credentials	GSA MAS	Personal Identity Verification (PIV) credentialing focused on authentication through traditional computing devices, such as desktops and laptops, where a PIV card would provide a common authentication through integrated smart card readers.

Software Solutions

Service Offering	Vehicles	Description
VPN - Virtual Private Network	GSA MAS	Used to connect remote users or regional offices to a organization's private, internal network. Vendors: Cisco, Citrix
Video / Teleconferencing	GSA MAS	Video teleconferencing (VTC) audio and video over Internet Protocol (IP) networks. Vendors: Google, Zoom Conferencing, Adobe Connect



Remote Access & Collaboration Options

The following services are being made available and agencies would have to execute a gratuitous service agreement to leverage these offers:

- **Cisco Webex**

- Free 90 day trials for non-webex customers.
- For Webex customers, the following enhancements are being added at no cost:
 - Unlimited usage (no time restrictions)
 - Supports up to 100 participants
 - Offers toll dial-in (in addition to existing VoIP capabilities).

- **VPN**

- Cisco is broadening this offer to include security for remote employees by providing extended free licenses and expanded usage counts at no extra charge for three key security technologies that are designed to protect remote workers anywhere, anytime and on any device.
- Cisco Umbrella Existing customers can exceed their user limit to support an increase in remote workers, and new customers can access a free license.
- Duo Security Existing customers can exceed their user limit to support an increase in remote workers, and new customers can access a free license.
- Cisco AnyConnect Secure Mobility Client.
- These offers will be available from now until July 1, 2020.

Support Capabilities for our Customers

USAccess Credentialing Services

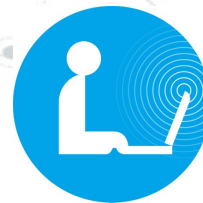
Managed Service Office (MSO) heightened operations will ensure sustained PIV credentialing and system infrastructure services for USAccess customer agencies to enable telework activities.

- The MSO is closely monitoring OMB, OPM, DHS, NIST, and other regulatory entities to ensure that the program is aligning with new guidelines that are issued.
- The MSO is working closely with customer agencies to identify personnel with PIV cards expiring in the next 180 days, and assisting in prioritizing appointments for these individuals.
- The MSO provided agencies with a PIV certificate and PIV card expiration report that identifies personnel that require PIV card updates for their cards to remain active. 1,325 PIV certificates and 747 PIV cards of USAccess role holders will expire between 3/23/2020-9/15/2020
- MSO is coordinating with vendors to ensure continued service levels for agencies, and cardstock and consumable supply chains needed for Central and Local Print activities remain consistent.
- Light Activation (LA) kits that can be used for certificate re-key (PIV card certificate renewal ONLY), PIN reset/unlock, and activation can be ordered and made available upon agency request.

More Information Email: GSAMSO@GSA.GOV

Support Capabilities for our Customers

Hardware Solutions/ Devices/ Device Accessories



Service Offering	Vehicles	Description
Laptops/Desktops/Tablets (incl. 2 in 1/convertible PCs)	GSA Multiple Award Schedules (MAS); Single Award Governmentwide BPAs	Full breadth of product available from major OEMs Dell, HP, and Lenovo; BPAs are pre-competed, allowing Agency to issue orders direct without competition delays and risks
All in One Printers	GSA MAS IT Schedule	Printers that print, fax, scan and copy; typical for telework application
Accessories	GSA MAS IT Schedule and BPAs	Keyboards, mice, monitors, cases, CAC readers, etc
Connectivity -- MIFIs / Hotspots	GSA MAS IT Schedule	External hotspot available from carriers
Single Award BPA Info: https://www.gsaadvantage.gov/advantage/departments/AdvSelect.do GSA White Glove Support: workstations@gsa.gov		

Health IT Products & Services

- The priority areas of need for Health IT currently identified:
 - Telehealth - help triage the sick and keep the worried well out of already-crowded medical facilities;
 - Electronic Health Records System - identify timeline and completeness of health data; and
 - Interoperability - data sharing across platforms and patients.
- GSA ITC's Health IT Special Item Number (SIN 54151HEAL/132-56) offers services that could assist in this crisis with:
 - Close to 500 pre-vetted industry partners focused on clinical and business related Health IT and skilled staff best suited to implement solutions for the healthcare environments; and
 - Labor categories that include medical doctors, nurses and other Health professionals.
- Agencies can consider limited sources justification off the Schedules program using the “urgent and compelling need” justification, per FAR 8.405-6(a)(1)(A), Limiting Sources.

Additional Resources.....

Acquisition Gateway “COVID-19” Hub

<https://hallways.cap.gsa.gov/app/#/gateway/covid-19-acquisition-hub>

<https://www.acquisition.gov/coronavirus>: This is a public-facing site on **[acquisition.gov](https://www.acquisition.gov)** that is designed to increase awareness and provide quick access to key COVID-19 documents of interest to the acquisition community.

<https://community.max.gov/x/dUCafg>: This is a government-only site-facing site on MAX that is designed to promote increased awareness and rapid information-sharing within the acquisition workforce of agency generated artifacts (e.g., templates, best practices) related to COVID-19

- Facilities and Construction Category: **[COVID-19 Cleaning and Disinfection List](#)**
- Professional Services Category: **[Enhanced Entry Screening Services \(EESS\) for Government Facilities Procurement Resources](#)**
- Trade Agreements Act (TAA) Waiver Information: **[Temporary Availability of non-TAA Compliant Products](#)**
- Office of Federal Procurement Policy (OFPP) InReach Community Group: **[COVID-19 Guidance and Updates](#)**
- Information Technology Category: **[GSA Supports Government Readiness Buying Guide](#)**